

BEFORE THE  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2016

Docket No. ACR2016

RESPONSES OF THE UNITED STATES POSTAL SERVICE TO  
QUESTIONS 2 AND 6 OF CHAIRMAN'S INFORMATION REQUEST NO. 19

The United States Postal Service hereby provides its responses to the above-listed questions of Chairman's Information Request No. 19, issued on February 17, 2017. Each question is stated verbatim and followed by the response. Responses to other questions are still being prepared.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

By its attorneys:

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**RESPONSES OF THE UNITED STATES POSTAL SERVICE  
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2. The Postal Service states that the total number of routes increased by 2,327 in FY 2016. FY 2016 *Annual Report* at 52. Please provide the number of city delivery routes that increased in FY 2016 by type of route (e.g., residential, business, special purpose route) and delivery mode (e.g., park and loop, foot, curb, dismount).

**RESPONSE:**

The breakout of the 1,845 new city delivery routes in FY 2016 by type of route (e.g., residential, business, special purpose route) and delivery mode (e.g., park and loop, foot, curb, dismount) is as follows:

| <b>DELIVERY MODE</b> | <b>PARK-LOOP</b> | <b>CURBLINE</b> | <b>DISMOUNT</b> | <b>OTHER</b> | <b>FOOT</b> |
|----------------------|------------------|-----------------|-----------------|--------------|-------------|
| Type of Route        |                  |                 |                 |              |             |
| All Residential      | 36               | 23              | 26              | 111          | 0           |
| All Business         | 1                | 0               | 10              | 71           | 0           |
| More Residential     | 373              | 163             | 216             | 753          | 38          |
| More Business        | 6                | 3               | 2               | 10           | 1           |
| Equal Res/Bus        | 0                | 0               | 0               | 2            | 0           |
| Total                | 416              | 189             | 254             | 947          | 39          |

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6. The following questions concern the Postal Pulse survey.<sup>4</sup>
- a. Please provide the FY 2016 Postal Pulse survey scores showing the grand mean and the individual mean responses for the 12 Postal Pulse questions on which the mean score is based.
  - b. Question 0 on the Postal Pulse survey states, "On a five-point scale, where 5 means extremely satisfied and 1 means extremely dissatisfied, how satisfied are you with the Postal Service as a place to work?" See FY 2015 *Analysis* at 48. Please provide the FY 2015 and FY 2016 results for this question.
  - c. Please provide the number of Postal Pulse survey respondents who responded to at least one question on the Postal Pulse survey (including Question 0) in:
    - i. FY 2015
    - ii. FY 2016

**RESPONSE:**

a. - b.

The table below displays the Grand Mean and individual item scores for the 12 questions and question zero for 2015 and 2016.

|   | 2015 | 2016 |
|---|------|------|
| <b>Grand Mean</b>   | 3.16 | 3.24 |
| Q00. How satisfied are you with the Postal Service as a place to work?                  | 3.44 | 3.52 |
| Q01. I know what is expected of me at work.   | 4.20 | 4.22 |
| Q02. I have the materials and equipment I need to do my work right.                     | 3.52 | 3.55 |
| Q03. At work, I have the opportunity to do what I do best every day.                    | 3.63 | 3.68 |
| Q04. In the last seven days, I have received recognition or praise for doing good work. | 2.60 | 2.70 |
| Q05. My supervisor, or someone at work, seems to care about me as a person.             | 3.29 | 3.33 |
| Q06. There is someone at work who encourages my development.                            | 2.86 | 2.93 |
| Q07. At work, my opinions seem to count.  | 2.71 | 2.84 |
| Q08. The mission or purpose of my company makes me feel my job is important.            | 3.42 | 3.54 |

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<sup>4</sup> A copy of the Postal Pulse survey was included in the Commission's analysis of the FY 2015 Annual Performance Report and FY 2016 Annual Performance Plan. See Docket No. ACR2015, Analysis of the Postal Service's FY 2015 Annual Performance Report and FY 2016 Performance Plan, May 4, 2016, at 48 (FY 2015 *Analysis*). The Postal Service confirmed that the same Postal Pulse-related information was sent to employees in FY 2016. Responses of the United States Postal Service to Chairman's Information Request No. 7, January 25, 2017, question 4 (Responses to CHIR No. 7).

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|  |      |      |
|--|------|------|
| Q09. My fellow employees are committed to doing quality work.                    | 3.40 | 3.46 |
| Q10. I have a best friend at work.   | 2.84 | 2.94 |
| Q11. In the last six months, someone at work has talked to me about my progress. | 2.62 | 2.71 |
| Q12. This last year, I have had opportunities at work to learn and grow.         | 2.92 | 3.04 |

c. i.- ii.

The number of employees answering at least one question on the survey was:

2015: 270,093

2016: 178,753